

Subject: Priority Response

Date Issued or Revised: April 29, 2005

Date Review: March 31, 2006

5.1.2 Priority Response

I. Subject and Purpose

This policy sets forth the maintenance and repair priority for Field Maintenance section of the MPSCS. With the variety of clients that the MPSCS serves, it is necessary to prioritize the service requests that are generated for the radio shops

II. Procedures and Guidelines

- A. Outages affecting the MPSCS infrastructure have first priority of service response since it affects the most users. Voice traffic should be a higher priority than data traffic, as dispatchers have the ability to run LEIN checks and know whereabouts of locations. With the nature of our public safety customers, there are times that we may have exceptions.

It is the goal of the MPSCS to provide service to all clients in a timely manner. In the instances where work loads exceed resources the following priorities will be followed:

1. MPSCS infrastructure
2. Public Safety Dispatch Centers-
3. MPSCS Mutual Aid System (ICALL)
4. MPSCS mobile and portables operating under special incidences
5. DNR AVL system
6. MDOT Infrastructure
7. MPSCS subscriber units
8. Conventional radio units
9. Special Projects

III. Responsible Party

- A. Contact for Questions
MPSCS Field Services Manager(s)
- B. Phone, Fax and Email Addresses
517.336.6618
517.336.6222

IV. Applicable Forms

DOT-0066, DIT-0067

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V. Termination or Review Responsibility
MPSCS Field Service Manager(s)

VI. Linkages to Other Relevant Data